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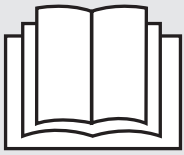
SWM65EG

Instructions book

Dear Customer,

Thank you for choosing our product.

Please read these instructions carefully before connecting and using the appliance.



Knowledge of the operating principles will help guarantee correct and safe use of the appliance. This instruction booklet contains the technical characteristics of the washing machine and is full of useful information regarding its operation, all designed to help you get the best out of your appliance. If the appliance is sold or handed over for use by others, remember to give the new user the instruction booklet.

MODEL: ..... **DATE OF PURCHASE:** ...../...../.....

SERIAL NUMBER: .....

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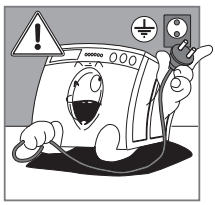
This appliance is marked as complying with European Directive 2002/96/EC, Waste Electrical and Electronic Equipment (WEEE). Make sure that the product is disposed of in a correct manner. The user is obliged to contribute towards preventing negative consequences for health and the environment.

The symbol **affixed to the product or accompanying documents signifies that the product must not be treated as normal domestic refuse, but must be delivered to an authorised collection centre to enable the electric and electronic equipment to be recycled. When disposing of the appliance, comply with local waste disposal regulations. For further information on the treatment, recovery and recycling of this product, refer to the appropriate offices, local domestic waste collection service or the retailer from where the appliance was purchased.**

Before connecting the appliance read these instructions carefully.
Repairing the failure arising from inappropriate connections or use of the appliance is not covered by the guarantee.

- This appliance has been designed for use as a domestic washing machine. Any other use is considered as improper and therefore dangerous.
- Any modifications or attempts to interfere with the washing machine can be dangerous for the user and may damage the appliance itself.
- Considering the substantial weight of the washing machine, specific safety standards must be observed during handling.
- The washing machine must not be used by children unless supervised.
- Any modifications to the mains water or electricity supply must be carried out by authorised technicians only.
- When positioning the washing machine, ensure that the power supply cable is not kinked or squashed and is accessible.
- Before using the washing machine, remove all the packing and locking devices used for the transport (locking screws). If this is not done, serious damage may be caused to both the appliance and your home.
- If the washing machine is installed on a carpeted floor, leave sufficient space between the appliance and the floor to guarantee the free circulation of air.
- Do not overload the washing machine.
- When the appliance is in operation, avoid any contact with the water being discharged through the drain hose, as it may be very hot. Do not touch the door glass either, as this will tend to heat up during washing.
- Use the washing machine for machine-washable items only. In the case of any doubts, refer to the manufacturer's instructions on the label attached to the item to wash (see "Clothing care symbols")
- Before placing the washing in the washing machine, make sure that all pockets are empty. Hard or pointed objects such as coins, pins, nails, screws or stones can cause serious damage to the appliance.
- Never wash items that have been soiled with substances containing petrol. In the case where stains have been removed using vaporising products, wait until these substances have fully evaporated from the surface of the material before loading into the washing machine.
- The use and quantities of detergent, softener and bleach must comply with the instructions reported on the packaging.
- Do not use detergents designed for hand washing, in that the excessive suds produced could damage the internal components.
- After washing mats, blankets or any other long-fibre materials, remove the filter and clean it if necessary.
- It is advisable to leave the door open at the end of the wash cycle.
- Do not attempt to repair any appliance faults alone, in that repairs carried out by a non-professional may cause serious damage and will invalidate any rights to repairs under guarantee.
- Repairs to the appliance can only be carried out by personnel authorised by the customer service centres. All repairs must make use of original spare parts only.

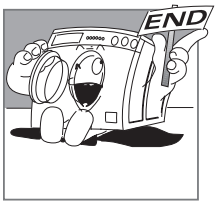
Never insert or remove the plug from the mains socket with wet hands.



The washing machine must be connected to a mains socket fitted with an efficient earth complying with current safety standards.

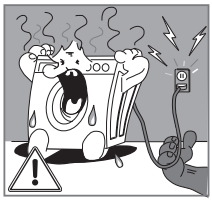
Do not use extension leads or multiple plug adapters to connect the washing machine to the mains electricity supply.

Do not expose the appliance to atmospheric agents.

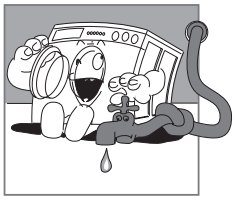


The washing machine can only be opened once the led or display indicates that the cycle has finished. On some models, this is signalled by a flashing start button.

When servicing or cleaning the washing machine, remember to disconnect it from the mains electricity supply.



Do not pull the power supply cable to unplug the washing machine from the mains supply. Pull the plug only.



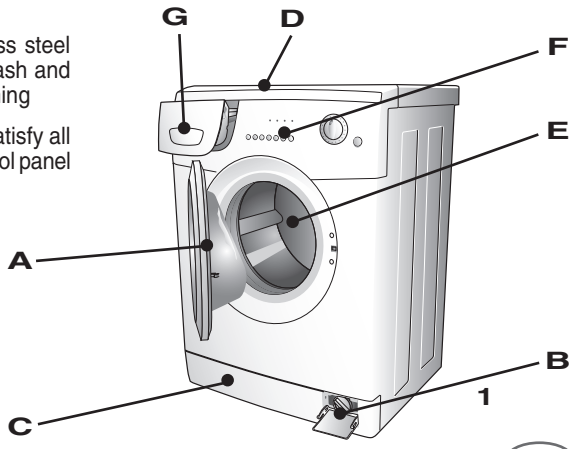
It is advisable to unplug the washing machine from the mains electricity supply and close-off the water supply after each wash.

THE MANUFACTURER WILL NOT BE HELD RESPONSIBLE FOR ANY INCIDENTS RESULTING FROM NON-COMPLIANCE WITH SAFETY STANDARDS OR THE REQUIREMENTS OF THIS INSTRUCTION BOOK.

DESCRIPTION OF THE APPLIANCE

The washing machine is a domestic appliance capable of washing any type of fabric at any time.

- The washing machine has been constructed in steel panels which have been treated and painted to guarantees that its aesthetic qualities remain unaltered over time.
- The motor and all moving parts have been designed and manufactured to guarantee the minimum possible noise levels
- The large easily-accessible stainless steel drum will ensure a better quality wash and help to prolong the life of your washing
- The easy to use control panel will satisfy all washing and drying needs (see control panel and programme table).
- The wide door makes loading and unloading the washing much easier.
- The very high stability of the appliance is the result of constant research by our technicians into the equilibrium of masses in movement.



A - Door
B - Filter
C - Adjustable feet
D - Top cover
E - Drum
F - Control panel
G - Detergent drawer

INSTALLING THE WASHING MACHINE
(according to the model)

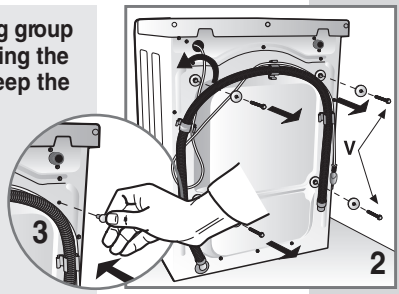
Installation must be carried out by qualified personnel in line with the instructions supplied by the manufacturer. Incorrect installation may result in damage and injury.

The appliance can be installed anywhere providing that the ambient temperature is not less than 3°C and that the wires or pipes on the rear of the machine are not squashed.

WARNING!! The washer/drier version must not be installed behind a locked door, a sliding door or with a hinged door on the opposite wall to the washer/drier itself.

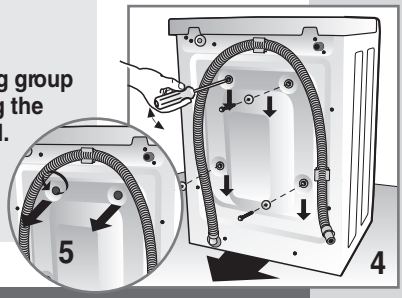
For transport reasons, the washing machine's oscillating group is locked in place by 4 spacers and screws. Before using the machine, remove the spacers and locking screws. Keep the screws and spacers for future use.

Close off the holes using the plugs supplied. The plugs can be found in the bag containing the documents.



For transport reasons, the washing machine's oscillating group is locked in place by 4 spacers and screws. Before using the machine, remove the locking screws with a suitable tool.

Insert a screwdriver in the holes and lever out the 4 plastic spacers as shown in the figure.



LEVELLING THE WASHING MACHINE

After having selected the most suitable location for the appliance, make sure it is level by regulating the adjustable feet (Fig. 6).

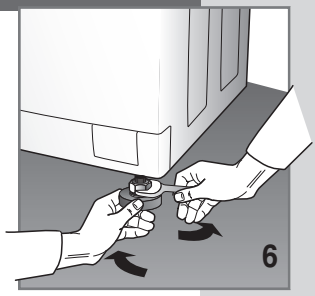
Pay particular attention to the positioning and levelling of the washing machine and make sure that the lock nuts are tight.

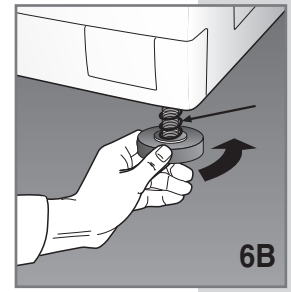
If the appliance is not levelled correctly, it will be unstable and noisy and may cause damage.

If the washing machine is installed on a carpeted floor, leave sufficient space between the appliance and the floor to guarantee the free circulation of air.

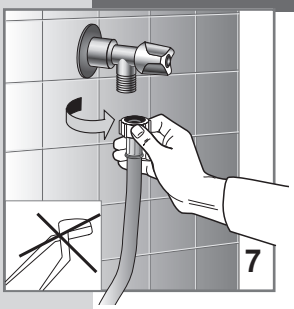
It is not advisable to install the appliance in rooms where the temperature could fall below 0°C.

In the under-worktop versions, screw in the feet until the spring is fully compressed, thus allowing the appliance to be installed under the worktop (Fig. 6B).



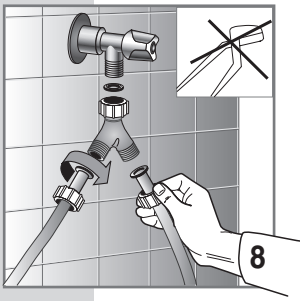


CONNECTING THE WATER SUPPLY



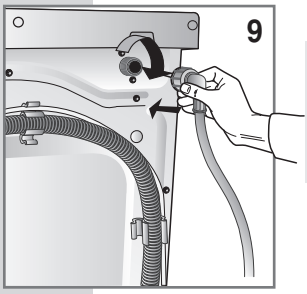
The mains water pressure m ust be between 0.05 and 1.00 Mpa (0.5 - 10 bar.)

- Before connecting the washing machine, open the valve and allow a certain quantity of water to flow out in order to clean the pipes of any sand or rust. This operation is particularly important in the case where the washing machine has been left standing for a long time or when connecting to a new water supply system.
- The fill hose must be connected to the mains supply using a ¾" threaded connection.



N.B. On electronic washing machines f tted with a dual solenoid valve (hot and cold water), connect the red hose to the hot water supply valve and the other hose to the cold water supply valve.

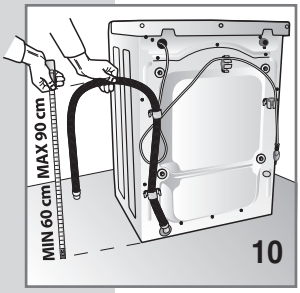
If a hot water supply is not available, both hoses must be connected to the cold supply using the f tting supplied (see f g. 8)



- Connect the fill hose (fig. 9).

N.B. Washing mac hines and condensation type washer/drier s must be connected to the mains water supply using the new hoses provided with the appliance. The old hoses must not be re-used.

- During the wash, the water supply valve must be fully open.



- The drain hose must be positioned at a height of between 60 cm and 90 cm (fig. 10).
- If the water is drained directly into the drainage system, the free end of the drain hose must be inserted in a pipe of internal diameter not les than 40 mm.
- The drain hose connection to the drainage system must not be hermetically sealed, as this would cause a build up of air in the siphon and allow water to leak out.

- If the wash water is drained into a washbasin, sink or other similar system, the free end of the hose must be reinforced at the bend using the bracket supplied with the washing machine. Place the hose over the edge of the washbasin and anchor the bracket in such as manner that prevents the hose from falling (fig. 11). The washbasin outlet must be clean and must allow the water to flow freely.

INSTALLING THE WASHING MACHINE

CONNECTING TO THE MAINS ELECTRICITY SUPPLY

Make sure that the voltage indicated on the identification plate attached to the inside of the filter door corresponds to that of the mains supply (fig. 12).

All cut-outs, electric wiring and mains sockets must have a rating such that enables them to support the maximum load indicated on the identification plate.

Once the appliance has been installed, it must be connected to the mains supply through a single-pole switch.

The mains supply to which the appliance is connected must be fitted with an earthing system. If this is not the case, the manufacturer will not be held liable for any incidents that may occur (fig. 13).

If the mains socket to which the appliance is connected is faulty or unsuitable, it must be replaced by a qualified electrician.

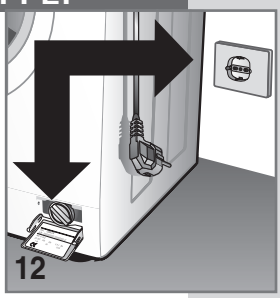
The washing machine must not be connected to the mains supply using indirect methods such as extension leads or multiple adapters.

During maintenance work, the washing machine must be disconnected from the mains electricity supply.

Do not insert or remove the plug from the mains socket with wet hands.

If the power supply cable is damaged in any way, contact the appropriate specialised service centre.

The plug used to connect the machine to the power supply must never be fixed behind the machine, but must be in a position easily accessible in an emergency.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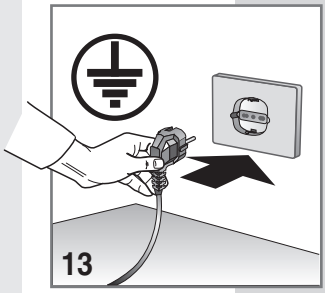
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USING THE WASHING MACHINE

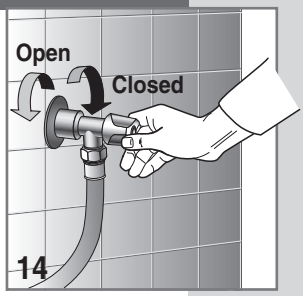
RECOMMENDATIONS PRIOR TO USE

Warning: Before carrying out the first wash, allow the washing machine to effect a short wash cycle without any washing.

This will allow the operation of the washing machine to be checked and will clean the drum.

Before each wash make sure that:

- the water connections are correct, the drain hose is properly positioned (see connecting to the water supply) and that the water supply valve is open.
- with dry hands, insert the plug in the mains socket.
- sort the wash into types of fabric (refer to clothing care symbols).
- check that there are no objects left in any of the pockets of the items to wash, as these may damage the washing, the appliance or the filter.



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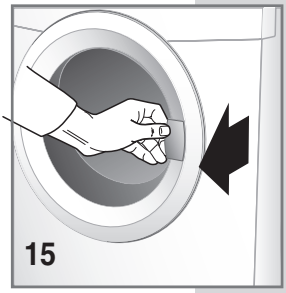
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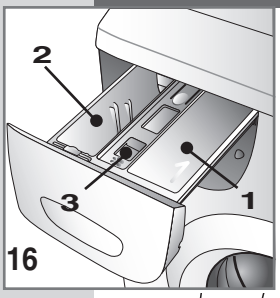
USE OF DETERGENTS



The washing machine is fitted with a three-compartment detergent drawer

1 compartment for pre-wash or soak soap powder (1)

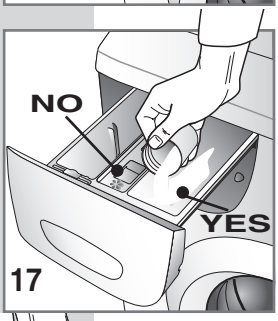
2 compartment for normal wash soap powder (2)

❀ softener compartment (3)

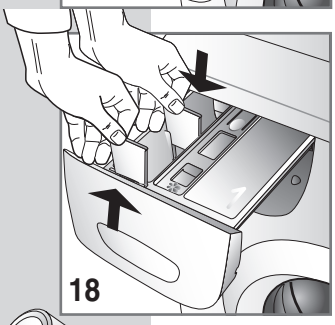
Use a low-suds detergent and softener (if required) recommended for automatic washing machines. Follow the dosage instructions written on the packet.

N.B. Too much detergent can produce excessive suds and may result in a poor wash.

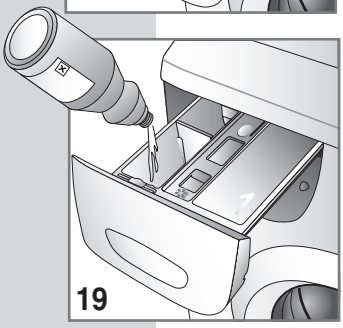
Too little detergent will produce an unsatisfactory wash.

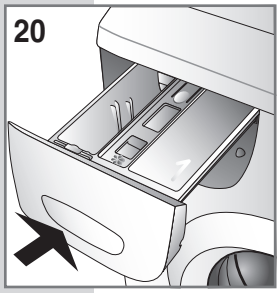


N.B. When adding detergent to the dispenser, remember to avoid any spillage into the softener compartment, in that this would create a soapy rinse and stain the fabrics white. Vice versa, if softener is added to the detergent compartment, the quality of the wash will be compromised.



N.B. When using a liquid detergent (recommended for programmes without pre-wash) proceed as follows: remove the baffle from its housing at the front of compartment 2 and insert it in the guides near the centre of the same compartment.





▼ close the detergent drawer before starting the wash.

Warning! Do not attempt to remove the detergent drawer while the washing machine is in operation, as this will cause water to flow out.

HOW TO REMOVE SOME STAINS

Stains exist that cannot be removed by machine washing alone. Before trying to remove any type of stain by hand, first try the removal procedure on a small area of hidden fabric. Start from the edge of the stain and working inwards, this will prevent a dark ring from forming around the site of the stain. A few methods to adopt for removing stains are reported below.

- ***Wax***: Scrape the wax using a rounded point in order not to damage the fabric. Then, with the fabric placed between two pieces of absorbent paper, run a hot iron over the stain.
- ***Ball point pens and felt-tip pens***: clean using a soft cloth soaked in ethyl alcohol. Take care not to spread the stain.
- ***Damp and mould***: if the fabric supports the use of bleach, carry out a wash cycle adding bleach. Otherwise, soak the soiled part in hydrogen peroxide (10 volumes) and leave for 10 to 15 minutes.
- ***Light scorch marks left by ironing***: follow the instructions for mould and damp.
- ***Rust***: use products specially designed for rust stains, following the manufacturer's instructions written on the packet.
- ***Chewing gum***: rub ice over the fabric, scrape away as much chewing gum as possible and then rub with a piece of cotton soaked in acetone.
- ***Paint***: do not allow the paint to dry. Rub the area with the solvent recommended by the paint manufacturer (e.g. water, turps, trichloroethylene), soap and then rinse.
- ***Lipstick***: stains on cotton or wool can be eliminated using a cloth soaked in ether. Stains on silk require the use of trichloroethylene.
- ***Nail varnish***: place a sheet of absorbent paper on the stained material, then dampen the back of the fabric with acetone, frequently changing the absorbent paper placed over the stain. Continue in this manner until the stain has disappeared.
- ***Tar or dirt***: spread a little fresh butter over the stain, allow to stand and then wash with oil of turpentine.
- ***Grass***: delicately soap the stain, use diluted bleach. Good results can be obtained on woollen fabrics using 90% alcohol.
- ***Blood***: put into soak in cold water with added salt, then wash with washing soap.

INTERNATIONAL CLOTHING CARE SYMBOLS

Before placing the clothes in the washing machine and selecting the wash programme, examine the symbols on the manufacturer's label. The table reported below will provide a useful guide to reading the symbols.

Normal wash

Delicate wash

Wash at max 95°C

Wash at max 60°C

Wash at max 40°C

Wash at max 30°C

Hand wash

Dry-clean only

Bleach in cold water

Do not bleach

Iron at up to max 200°

Iron at up to max 150°

Iron at up to max 100°

Do not iron

Dry-clean using solvent

Dry-clean using benzine, pure alcohol and R113 only

Dry-clean using ethyl perchlorate, benzine, pure alcohol, R111 and R113.

Do not dry-clean

Dry flat

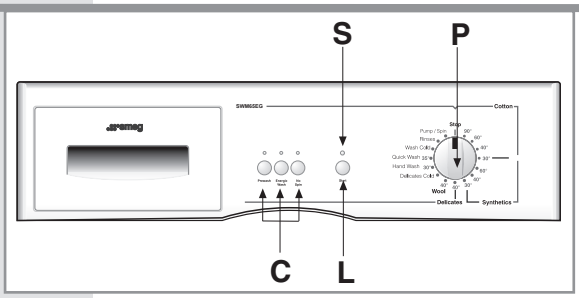
Dry hanging

Dry on hanger

Dry in tumble dryer at normal temperature

Dry in tumble dryer at low temperature

Do not tumble-dry



S Led Start

C Optional function buttons

L Start button

P Programme and temperature knob

USING THE WASHING MACHINE

"EASY LOGIC" TECHNOLOGY

The electronic washing machine is fitted with an "EASY LOGIC" system that automatically recognises the quantity of washing loaded.The machine can thus regulate the amount of water to use for the wash and proportion the wash time accordingly, thus saving water, time and energy. In the case where the amount of washing is less than the maximum recommended load (see technical characteristics table), the quantity of water used for the wash will be reduced by 2 litres for each kg less of washing. In the case of a half-load or less, the machine will automatically carry out one rinse less than programmed. N.B.The "EASY LOGIC" function is only active for cotton programmes.

WASH CYCLE:

(follow these instructions and the washing machine will run the selected wash cycle)

1. Open the door.
2. Load the washing in the drum and close the door.

Warning: Do not overload the machine. It is not advisable to wash items that absorb large quantities of water such as carpets.

3. Add a low-suds detergent and softener designed for automatic washing machines in the respective compartments of the detergent drawer (see chapter "**USE OF DETERGENTS**").
4. Close the detergent drawer. Do not open the drawer while the machine is working as this may cause water to spill out.
5. Rotate the programmer knob (**P**) to select the required programme and temperature according to the type of fabric to wash (see: "**PROGRAMME TABLES**").
6. Select the (**C**) buttons with the functions required (see "**OPTIONAL FUNCTIONS**").
7. Press button (**L**) to start the wash cycle (see "**START BUTTON**")
8. At the end of the wash cycle, turn the program selector knob (**P**) on "**STOP**" and the light (**B**) will switch off.
9. Open the door and remove the washing.
10. With dry hands, unplug the washing machine from the mains supply.
11. Close the water feed valve.

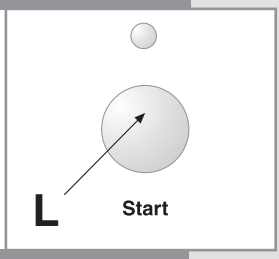
USING THE WASHING MACHINE

SPIN LOAD IMBALANCE CONTROL:

This washing machine is equipped with a special electronic control system for correctly balancing the wash load. Prior to each spin, the system ensures that the washing is evenly distributed in the drum. If the washing is not evenly distributed, the final spin speed is reduced, and if the load is very unbalanced, the spin is not effected.

START BUTTON:

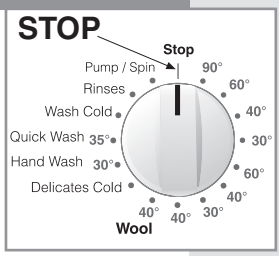
After having carried out all the operations described in points 1 to 6 in the paragraph "**WASHING CYCLE**" press this button and the washing machine will begin its washing cycle. The relative LED will light up after 2-3 seconds, to indicate that the door is locked and the program has started.



PROGRAMMER KNOB "STOP":

The stop function resets the washing machine. If, for any reason, you want to change the wash programme or add more washing to the load during the wash cycle, simply place the programmer knob in position "**STOP**". Then re-position the knob on the new programme and press the "**START**" button. At this point, before the programme restarts, any water in the machine will be drained.

Warning!! only use this function if strictly necessary and then only if the programme to reset has been running for a few minutes. Before opening the door after a reset, wait 2 minutes for the locking mechanism to release.



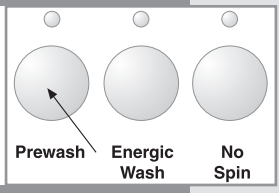
OPTIONAL FUNCTIONS

If one of the following buttons is selected, the corresponding LED will switch on. But if it has been selected by mistake or you have changed your mind, simply press it again to cancel the selection.

PREWASH:

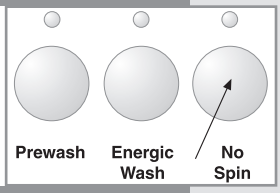
When this button is pressed, the machine carries out a pre-wash cycle at a maximum temperature of 40°C. This function can only be used with the "**COTTON**" and "**SYNTHETIC**" programmes.

N.B. When using this function, remember to put some detergent in the pre-wash compartment too.



SPIN EXCLUSION:

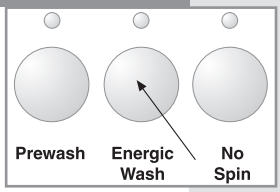
When this button is pressed, the machine carries out a wash cycle and stops before spinning.



ENERGETIC WASH:

When this button is pressed, the machine carries out a wash cycle at the set temperature but for longer. The button is active with "**COTTON**" and "**SYNTHETIC**" programmes.

NB. The use of this function depends on the type of programme selected. Consequently, if the wash programme does not include this function, the button cannot be enabled (see "PROGRAMME TABLE").



PROGRAMMER KNOB	WASH TEMPERATURE	SYMBOL	FABRIC TYPE	Detergent compartment	BUTTONS ENABLED		
					Prewash	Energic Wash	No Spin
COTTON	90°		Heavily soiled white cotton fabrics with organic stains.		●	●	●
COTTON *	60°		For shirts, tablecloths, towels that are resistant and normally soiled		●	●	●
COTTON	40°		White and coloured fabrics that are resistant and heavily soiled		●	●	●
COTTON	30°		Delicate coloured fabrics that are lightly soiled		●	●	●
SYNTHETICS	60°		Colourfast synthetic fabrics that are heavily soiled		●	●	●
SYNTHETICS	40°		Delicate coloured synthetic fabrics that are lightly soiled		●	●	●
SYNTHETICS	30°		Delicate coloured synthetic fabrics that are lightly soiled		●	●	●
DELICATES	40°		Delicate coloured synthetic fabrics that are lightly soiled		○	○	●
WOOL ***	40°		Machine washable wool		○	○	○
DELICATES / WOOL	COLD	——	Machine washable wool		○	○	●
HAND WASH	30°		Hand washable fabrics		○	○	●
QUICK WASH	35°		Fabrics in delicate cotton, viscose and mixed fibres, lightly soiled for about 35/40 min.		○	○	●
COLD WASH COLD	COLD	——	Delicate fabrics		○	○	●
RINSES	——	——	To rinse and refresh the washing		○	○	●
DRAIN AND SPIN	——	——	Drain and final spin		○	○	●

● FUNCTION ENABLED ○ FUNCTION DISABLED [1] OPTIONAL WITH PRE-WASH BUTTON PRESSED

* **Benchmark program for energy classif cation, in accordance with the EN 60456 standard, running at max. spin speed and with Energic Wash energetic wash button selected.**

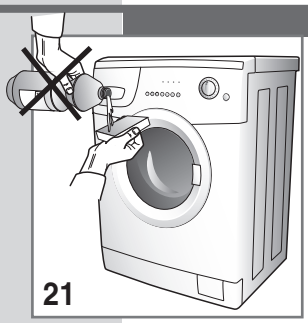
*** **The wool wash cycle of this machine has been approved by Woolmark for the washing of machine washable Woolmark products provided that the garments are washed according to the instructions on the garment label and those issued by the manufacturer of this washing machine. M0402-M0403-M0404-M0405.**

TECHNICAL CHARACTERISTICS

MODEL ⟶		SWM65EG
Dimensions:	Width cm.:	59.5
	Height cm.:	85.0
	Depth cm.:	55.0
Maximum recommended load:		5.0 kg.
		2.5 kg.
		1.0 kg.
Max. spin: (rpm)		400
Water pressure:		min. 0,05 MPa - max. 1 MPa
Max. absorbed power/Electrical connection		see rating plate

NOTES:

CLEANING THE WASHING MACHINE



The washing machine has been specifically designed to reduce maintenance to a minimum. Nevertheless, it is important that it is cleaned regularly.

Before cleaning, make sure that the appliance has been disconnected from the power supply and that the water supply valve has been closed.

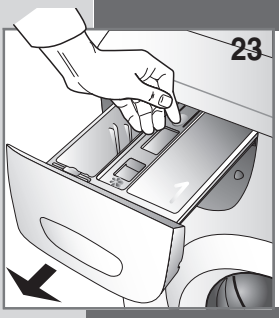
The external structure and the parts of the washing machine in plastic must be cleaned with a soft damp cloth only.

WARNING!! Never use chemicals, abrasive products, alcohol, soap, petrol or other solvents to clean the appliance as these may cause damage. (fig. 21)

After washing, leave the door open for a short time to allow rubber parts to dry.

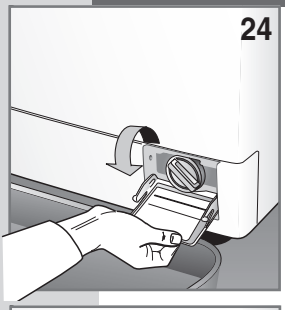
Periodically wash out the detergent compartments. To do this, remove the detergent compartment and rinse it under running water (fig. 22). Then replace it.

REMOVING THE DETERGENT DRAWER



- open the detergent drawer;
- press on the word “PUSH” with the right hand and pull out the drawer with the left hand (fig. 23).

CLEANING THE FILTER



WARNING!! Before starting the operations described below, make sure that the washing machine is empty. Do not remove the filter while the washing machine is running, or when full of water.

Place a cloth or tray under the filter to collect any water that may still be inside Open the filter door, unscrew the filter and remove it by turning it in an anticlockwise direction (fig. 24-25).

The filter must be cleaned periodically.

Rinse the filter under running water to eliminate any residues. Replace the filter by screwing it in clockwise, making sure it closes and seals properly.

RESOLVING PROBLEMS

If the appliance is not working properly, check through the following troubleshooting guide before calling for technical assistance. In some models malfunctions are indicated by an error code displayed at the end of the cycle.

Code: E:00 Carry out all the checks listed in paragraphs marked with *
E:01 Carry out all the checks listed in paragraphs marked with **
E:02 Technical malfunction “Call Customer Service”
E:03 Technical malfunction “Call Customer Service”

The washing machine does not work (warning lights are off) (Display off)
- Make sure that:
  1) The mains power supply is working
  2) The plug is inserted correctly in the socket
  3) The On/Off button has been pressed, or if not present, check that the programming knob is positioned on a programme.

The washing machine does not work (warning lights are off) (Display lit)*
- Make sure that:
  1) The programme has been selected
  2) The door is closed properly
  3) The “Start” button has been pressed (electronic models only)
  4) Refer to the information provided for “The washing machine does not fill with water”

The washing machine does not f ll with water*
- Check that:
  1) There is water in the water supply system
  2) The water fill pipe is connected to the washing machine
  3) The mains water supply valve is open
  4) The filter is not blocked If it is, clean the filter after first unplugging the appliance from the power supply

The washing mac hine contin uously f lls and drains the water**
- Check that:
  1) The drain hose has been installed at the correct height (60-90 cm)
  2) The end of the drain hose is not under water

The washing machine does not drain or spin**
- Check that:
  1) The drain hose is properly connected
  2) The drain hose is not kinked
  3) The drain filter is not blocked
  4) The no-spin function has not been selected
  5) The Stop with water function has not been selected.

The washing machine vibrates and is noisy
- Make sure that:
  1) All the locking elements used for transportation have been removed.
  2) The washing machine is perfectly level
  3) Bulky items such as sheets, tablecloths etc. are not all bundled in one part of the drum

The door will not open
- Make sure that:
  1) The wash cycle has finished.
  2) The Stop with water function has not been selected (automatic on some models).

The washing has not been spun properly
- Make sure that:
  1) The washing is evenly distributed in the drum
  2) The correct spin speed has been selected

The washing machine stops during a wash
- Make sure that:
  1) The mains power supply is working

There is still a lot of detergent in the compartment
- Make sure that:
  1) The mains water supply valve is open
  2) The filter between the valve and the supply hose is clean

The washing is not c lean at the end of the wash cycle
- Make sure that:
  1) The drum has not been overloaded
  2) The correct amount of detergent has been used
  3) The correct programme has been selected

The washing has shrunk or faded
- Make sure that:
  1) The correct washing programme has been selected
  2) The correct washing temperature has been selected

The washing mac hine does not dr y (washer-dryer models only)
- Make sure that:
  1) The mains water supply valve is open
  2) The drain filter is clean
  3) The washing machine is switched on (indicator light or display lit)
  4) The drying program has been selected
  5) The drying time has been set

If, after all these checks have been carried out, the appliance still does not work, inform the nearest customer service centre. When contacting the service centre, inform them of the appliance model, serial number and type of fault. The data relating the appliance can be found on the rating plate affixed to the inside of the filter door. This information will help the service centre operator in procuring the necessary spare parts, thus guaranteeing a speedy and efficient repair.